Indiana Career Council System Alignment Taskforce

September 18, 2014

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Taskforce Responsibility #1

Make recommendations to the Career Council on streamlining the state's agencies, governance structure, and regional makeup to provide greater efficiency, accountability, and improved services to clients (both workers and businesses)

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The Client Experience - Example

Worker laid off from job

⬇

Worker applies for UI using On-Line Tool (Uplink)
- Provides relevant data to system to determine eligibility
- Must register for on-line job search

- Registration/Intake/Service Tracking System x1

⬇

Worker registers for on-line job search using DWD's Job Matching System (Indiana Career Connect)
- Provides relevant personal information, including work history, education, skills, and creates/uploads resume

- Registration/Intake/Service Tracking System x2

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The Client Experience

Worker unable to find new job after four weeks (required to visit WorkOne office)

Worker provided with intake services at WorkOne office
- Provides relevant data to system (TrackOne) to determine eligibility for programs

- Registration/Intake/Service Tracking System x3
- Office visit x1

Worker provided with case management, counseling, job matching, basic preparation, and referral services
- Integrated service delivery/tracking for WIA, Wagner-Peyser, TAA, and VETS

- Counseling/Advising x1

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The Client Experience

Worker determines that he/she can earn Associate Degree within one year, decides to pursue training, and plans to enroll at Ivy Tech

- Office Visit x2

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Worker completes FAFSA and application at Ivy Tech, and receives training voucher from WorkOne
- Provides relevant data to determine eligibility for financial aid – FAFSA sent to USDOE, who calculates eligibility and send information to Ivy Tech and CHE(SFA)

- Office Visit x3

- Registration/Intake/Service Tracking System x4

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Worker provided with advising and career counseling by Ivy Tech staff, checks-in regularly with WorkOne case management, and completes weekly UI vouchers online

- Counseling/Advising x2

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The Client Experience

After first semester of classes, worker determines that SFA and WorkOne training vouchers are not enough to support family and is referred to FSSA/DFR for possible TANF eligibility

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Worker completes TANF eligibility application on-line
- Provides relevant data to determine eligibility

- Registration/Intake/Service Tracking System x5

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Worker assigned case manager at DFR and provided with advising and career counseling
- Still completing regular check-ins with WorkOne, filing weekly UI vouchers online, and regularly meeting with Ivy Tech advisors

- Office Visit x4

- Counseling/Advising x3

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The Client Experience

When nearing graduation, worker discovers that he/she has hearing loss and will need assistance with adaptive equipment for job possibilities
- WorkOne, DFR, and TANF all individually refer him/her to Voc. Rehab/FSSA/BRS

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Worker visits Voc Rehab office to determine eligibility
- Provides relevant data to determine eligibility

- Office Visit x5

- Registration/Intake/Service Tracking System x6

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Worker assigned case manager at Voc. Rehab and provided with advising, career counseling, job matching, and basic preparation
- Still completing regular check-ins with WorkOne, filing weekly UI vouchers online, and regularly meeting with Ivy Tech and DRF counselors/advisors

- Counseling/Advising x4

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The Client Experience

One month from graduation, worker begins job search
- Receives job search "assistance" from WorkOne, Ivy Tech, DFR, and BRS working individually

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Worker finds job with assistance from WorkOne
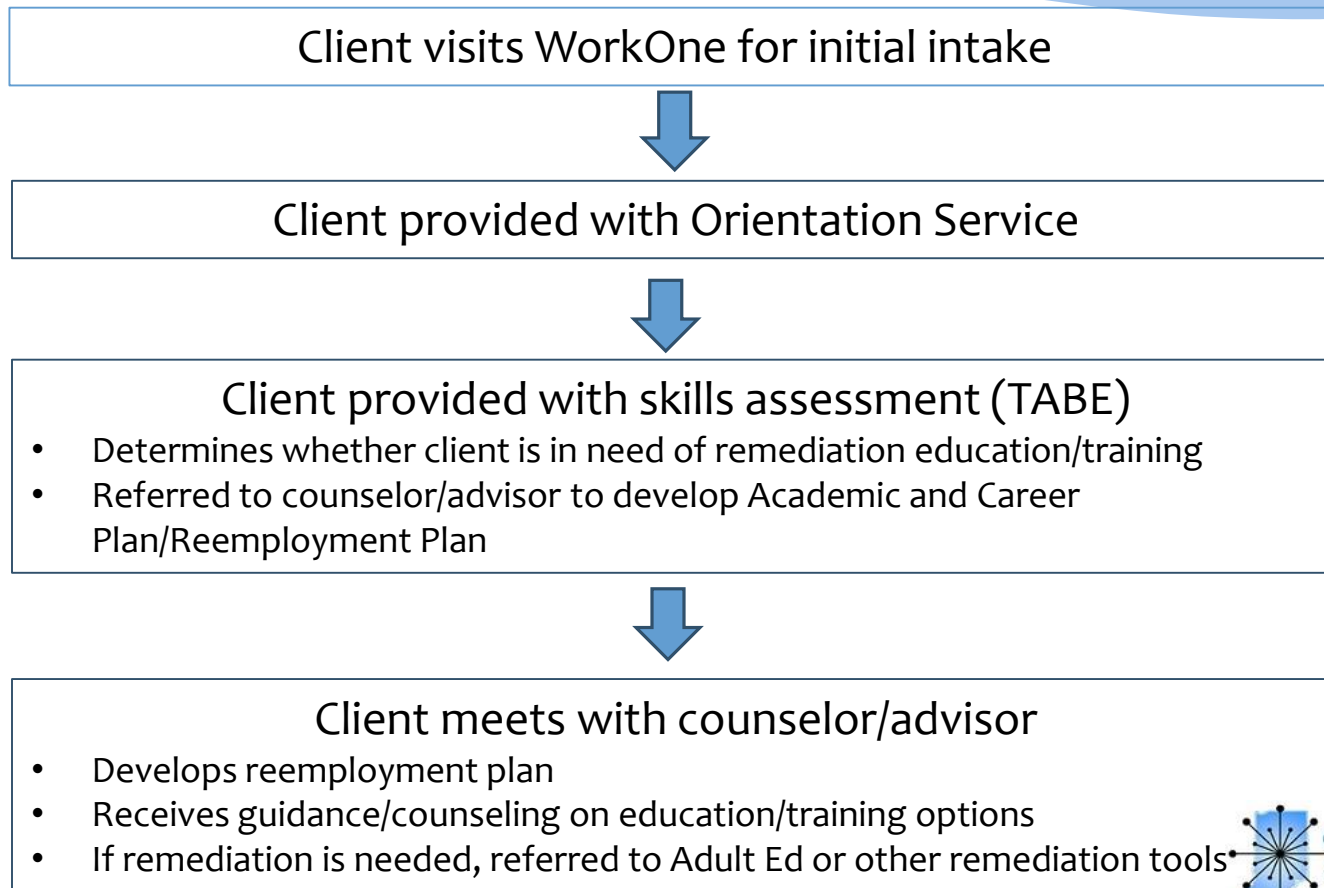- No notification provided to Ivy Tech, DFR, or BRS

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Worker receives regular check-in, follow-up calls from WorkOne, DFR, and BRS case managers for at least six months following job placement

- Separate outcome tracking and reporting for customer:
  - WIA Dislocated Worker
  - WIA Adult
  - Wagner-Peyser
  - Ivy Tech
  - TANF
  - Voc Rehab

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The Client Experience – WorkOne Training Services (example)

Client visits WorkOne for initial intake

⬇

Client provided with Orientation Service

⬇

Client provided with skills assessment (TABE)
- Determines whether client is in need of remediation education/training
- Referred to counselor/advisor to develop Academic and Career Plan/Reemployment Plan

⬇

Client meets with counselor/advisor
- Develops reemployment plan
- Receives guidance/counseling on education/training options
- If remediation is needed, referred to Adult Ed or other remediation tools

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The Client Experience – WorkOne Training Services (example)

Client meets with counselor/advisor (cont.)
- Encouraged/Required to complete additional WorkOne workshops/services

WorkOne Staff Determines if Training Expenditure Appropriate
- If so, client contacted and asked to return to office
- If not, client referred for other WorkOne services and/or other organization

Client returns to office
- Receives assistance completing selecting and applying to school/program of choice, completes FAFSA, and is scheduled for drug screen

If Drug Screen negative, client begins training
- Regularly checks in with WorkOne advisory/counselor throughout
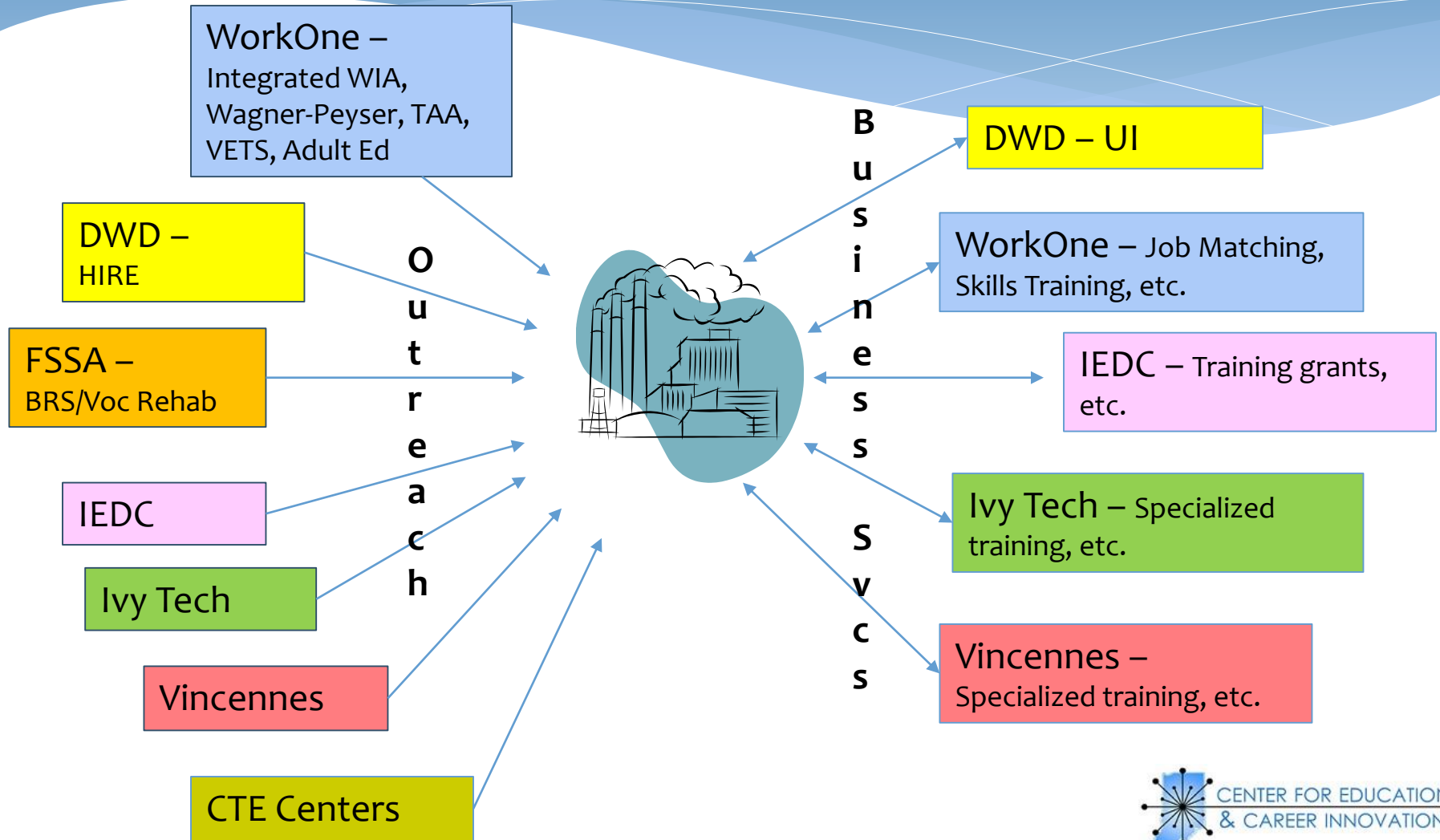- Assisted with job matching/placement upon completion of training

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Ideal State (Client Service Delivery)?

* Focus on desired outcomes for clients
  * Entrance into workforce
  * Improved skills
  * Improved job prospects
  * Increased earnings potential
* Shared data (or data systems)
  * Enhanced partner access to services delivered and outcomes
* Improved/integrated intake processes
  * Single, integrated intake processes for system partners
  * Increased focus on electronic intake
* Improved/integrated throughput service delivery
  * Shared service delivery processes, including assessments and service plans
  * Increased data sharing between partners

Ideal State (Client Service Delivery)?

* Integrated Service Delivery
  * Single point of entry/in-take
    * "No Wrong Door"
    * Enhanced Triaging
    * Enhanced Electronic Service Delivery
  * Case Management/Advising/Counseling
    * Shared staff
    * Integrated assessments and service strategies
  * Education/Training Coordination
    * Increased data sharing
    * Integrated case management data systems
    * Focus on throughput and outcomes
  * Supportive Services Coordination
  * Service tracking/reporting systems
    * Shared data systems

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The Business Experience - Services

WorkOne – Integrated WIA, Wagner-Peyser, TAA, VETS, Adult Ed

DWD – HIRE

FSSA – BRS/Voc Rehab

IEDC

Ivy Tech

Vincennes

CTE Centers

O u t r e a c h

B u s i n e s s   S v c s

DWD – UI

WorkOne – Job Matching, Skills Training, etc.

IEDC – Training grants, etc.

Ivy Tech – Specialized training, etc.

Vincennes – Specialized training, etc.

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Ideal State (The Business Experience)?

WorkOne – Integrated WIA, Wagner-Peyser, TAA, VETS, Adult Ed

DWD – HIRE

FSSA – BRS/Voc Rehab, DFR (TANF/SNAP

IEDC

Ivy Tech

Vincennes

CTE Centers

Integrated Outreach:

Staff

Policy,

Cost-Sharing,

Tracking/ Reporting Systems

O u t r e a c h

B u s i n e s s

S v c s

Integrated Business Services:

Single-Point of Contact/ "No Wrong Door Approach

Triage Approach

Multi-Agency Sharing of :

Staff

Processes,

Costs,

Data

DWD – UI

WorkOne – Job Matching, Skills Training, etc.

IEDC – Training grants, etc.

Ivy Tech – Specialized training, etc.

Vincennes – Specialized training, etc.

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Ideal State (System Governance)?

* Shared Business-Led Governance/Accountability
  * Vision, Mission, Strategies
    * Differentiation of duties within system by partners
  * Outcomes
    * Entrance into workforce
    * Improved skills
    * Improved job prospects
    * Increased earnings potential
  * Cost-sharing
    * Office locations
    * Business services
    * Case management/counseling
    * Integrated data systems
  * Service Delivery Maps

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Getting There from Here

* How do we model at State Level?
    * Reorganize State Agencies to enhance integration?
    * Streamline system governance to ensure clarity on expected roles and responsibilities?
    * Ensure that state-defined service delivery maps are consistent?

* How do we communicate the vision and expectations at local/regional level?
    * Recognize regional differences/local governance while focusing on desired outcomes?
    * Who is/should be ultimately responsible/accountable at the local/regional levels?

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